



Office of  
**State Publishing**

CALIFORNIA DEPARTMENT OF GENERAL SERVICES



# Web StoreFront Business Card User Guide

System Requirements:

All that is required is Adobe Acrobat Reader and an Internet Browser.

We support most common browsers:

Internet Explorer 8, 9, 10

Mozilla Firefox 15, 16

Safari 5.1.4

Google Chrome 23.0.1271, 26.0.1397.2

Opera 9.6

Rev. Date 9/11/18

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# Section 1: Welcome

**This section will answer the following questions:**

- ✓ What is Web StoreFront?
- ✓ How do I become a registered user?
- ✓ Where do I go to access StoreFront?
- ✓ Where do I go if I need help?

## What is Web StoreFront?

Web StoreFront (WSF) is an online shop where you can order your business cards.

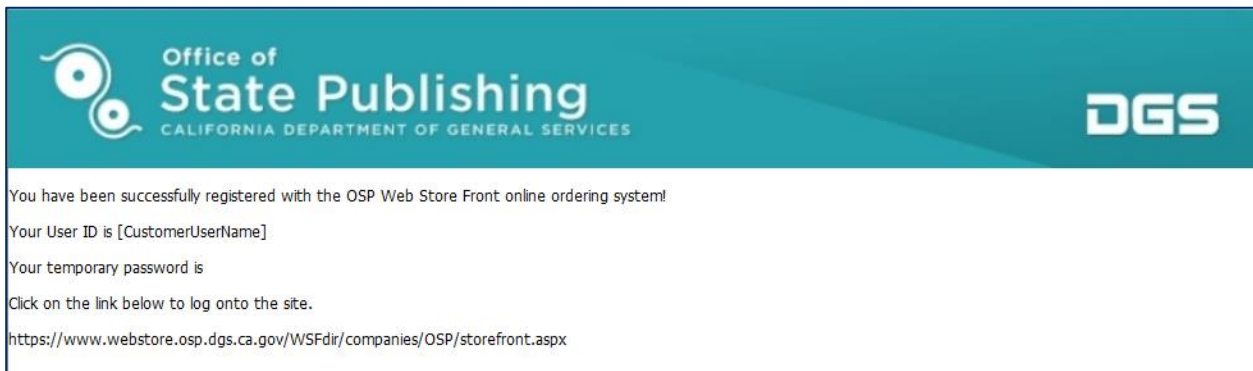
You can:

- Place your order using online checkout techniques.
- Save your Business Card information for future orders.
- Check your order Status at any time.
- Check your order history at any time.

## How do I become a registered user?

Before you may access the WSF, your Agency WSF Approver must submit a *Web StoreFront Online Ordering Access and Updates* form to [OSPWSFAdmin@dgs.ca.gov](mailto:OSPWSFAdmin@dgs.ca.gov). This form will be used to set up an account for you as a registered user. Questions regarding this form may be directed to the WSF office at [WSFAdmin@dgs.ca.gov](mailto:WSFAdmin@dgs.ca.gov)

The OSP WSF in consultation with your Agency WSF Approver will register you with your information: Name, Local Agency, Shipping Address, Phone Number, Billing Code Number and e-Mail Address. Once registered, you will receive an email notification from the WSF Administrator with your User Name and a temporary Password.



## Where do I go to access Web StoreFront?

You may access the site from a web browser (such as Internet Explorer, Mozilla Firefox, Safari, Google Chrome or Opera) on your computer.

### ***To access the site:***

- Connect to the Internet.
- Enter the URL or web address for the site in the address field at the top of the browser window. The address is: -  
[www.webstore.osp.dgs.ca.gov/WSFdir/companies/RegWSF/storefront.aspx](http://www.webstore.osp.dgs.ca.gov/WSFdir/companies/RegWSF/storefront.aspx)
- Press the *Enter* key on your keyboard or select the *Go* button in your browser. The login screen of the site opens.
- Bookmark or save the URL in your *Favorites* for future use.

## Where do I go if I need help?

Support is available between 8:00 am and 5:00 pm, Monday-Friday only.

### Order Support:

Contact **Order Support** at [DGSWSFOrderSupport@dgs.ca.gov](mailto:DGSWSFOrderSupport@dgs.ca.gov) if you have questions about:

- An order you already placed
- Partial or incorrect orders received
- An order that has not been received

**Please reference your order number when asking questions about orders already placed.**



### Technical Support:

If you are locked out, or have trouble logging into WSF, contact **Technical Support** at:

[WSFAdmin@dgs.ca.gov](mailto:WSFAdmin@dgs.ca.gov)

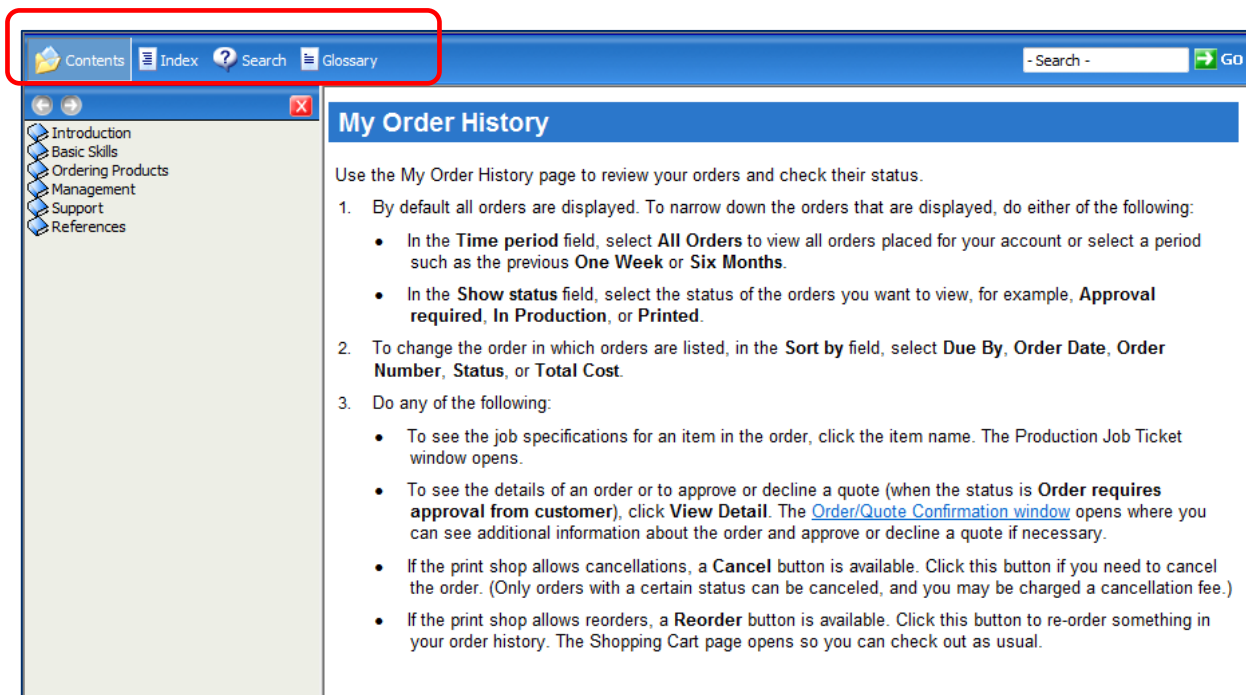
## Where do I go if I need help? - continued

### Generic Online Support:

- For generic help with functions of Web StoreFront, click  for information about the current page. For example, if you are reviewing your order history and click , you will get a help topic about My Order History.



- Use the Contents, Index, Search and Glossary tabs in the left-hand pane of the help screen to find the information you need.





# Section 2: Basics

**This section will answer the following questions:**

- ✓ How do I log in to the site for the first time?
- ✓ Are there any password requirements?
- ✓ What is the Home Page?
- ✓ How do I create or change my security question or answer?
- ✓ What if I forget my password?
- ✓ How do I change my password?
- ✓ What is My Account?

## How do I log in to the site for the first time?

Once you have received your e-mail notification with your user name and temporary password, you can log onto the website. When you go to the WSF website, the Login screen opens.

1. Under Login, enter your User Name.
2. Enter your temporary Password.
3. Click Login. (Required before you can place an order).

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Home Cart (0) :: Contact Us ::

**Login**  
User Name:  
Password:  
**Login**  
[Forgot your password?](#)

**Welcome to your One-Stop Print Shop**

**Business Cards**  
**Envelopes**  
**Order**  
**Manage**  
**Deliver**

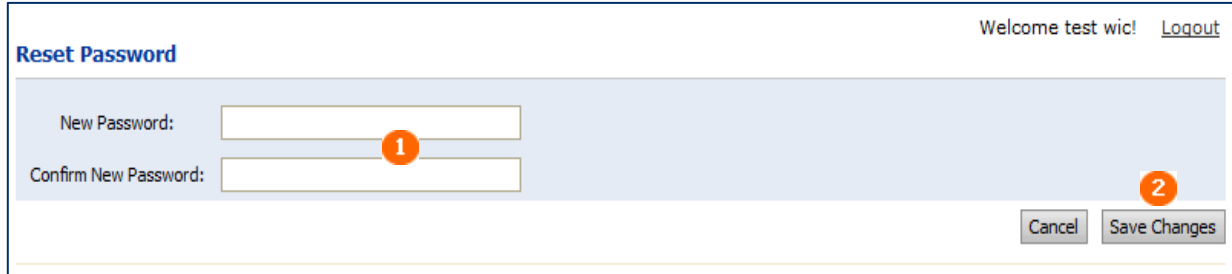
OSP General Information: 916 445-5386  
Outside the Sacramento area: 800 963-7860

## Are there any password requirements?

After hitting “Login” for the first time, you will be required to reset your temporary password.

Note: You must adhere to the WSF Password Requirements listed below:


1. Enter the New Password and Confirm New Password.
2. Click Save Changes.




### Web StoreFront Password Requirements

- You cannot use the last 3 passwords.
- Password should contain 8 to 20 characters.
- Password should contain at least 1 uppercase character, 1 lowercase character, 1 digit, and 1 special character.
- Password should not contain username, first or last name.

## What Is the Home Page?

The Home Page image is shown below. This is your starting point after logging in. You may return to the Home Page from other screens by clicking Home in the **Navigation Bar**. The Navigation Bar is always available and includes other useful links such as Cart, My Account, Order Status, Contact Us and Help 

1. Click Home to return to the Home Page from other places on the site.
2. Click Cart to view the items in your cart.
3. Click My Account to access your Profile, Order History and to change your Password or Security Question.
4. Click Order Status to see the status of your current orders.
5. Click Contact Us for technical support on the site.
6. Click  for generic online support.
7. Click Categories to see the items in each category.
8. Click the Go To Cart! button to see contents of your cart and to check out.



## How do I create or change my security question or answer?

After changing your temporary password and before you begin using the WSF system, you must answer a security question. If you forget your password, you will be required to answer the security question to verify your identity before a new password is e-mailed to you.

**NOTE:** *After setting up your initial security question and answer, you may change both the question and the answer at any time.*

### Home Page:

1. Click My Account in the Navigation Bar. The Profile screen opens by default.
2. Click [Change](#) to the right of the Security Question field. The Change Security Question screen opens.

Home Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! Logout

**My Account**

- » Profile
- » Address Book
- » Files
- » Saved Jobs
- » My Order History

**Profile**

Nickname: DGS Tester

Name: DGS Tester

User Name(Login ID): dgstester

E-Mail Address: OSPWSFAdmin@dgs.ca.gov

Security Question: [Change](#)

Company: DGS STATE PUBLISHING

Print Shop: Office of State Publishing

Address: DGS Tester  
DGS STATE PUBLISHING  
1050 Richards Blvd  
Sacramento, CA 95811  
United States

Phone Number 1: (916) 555-1234

Password: [Change](#)

Default Currency: US Dollar(\$)

Edit

### Security Question Screen:

1. Enter your current password (not the temporary password).
2. In the New Security Question field, select one of three pre-populated questions, or select "Other" and enter your question in the Your Own Security Phrase area.
3. In the New Security Answer field, enter the answer to the question.

(NOTE: *The answer you provide is case-sensitive.*)

4. Click Save.

Home Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! Logout

**Change Security Question**

1 Your Current Password:

2 New Security Question:

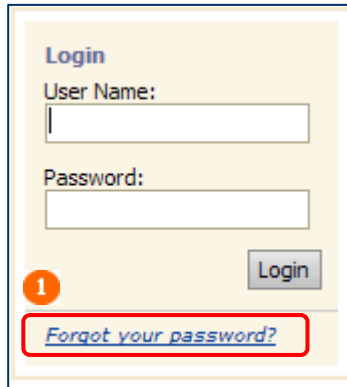
3 New Security Answer:

4

## What if I forget my password?

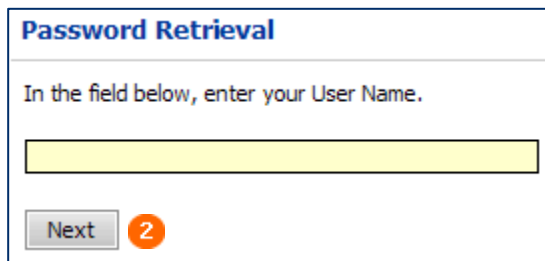
If you forget your password and are unable to log into the site, you may obtain a new password by providing your user name and the answer to your security question. After you receive the new password, you may change it (Refer to: *Are there any password requirements?* on page 10).

1. Under Login on the Login screen, click [Forgot your password?](#)



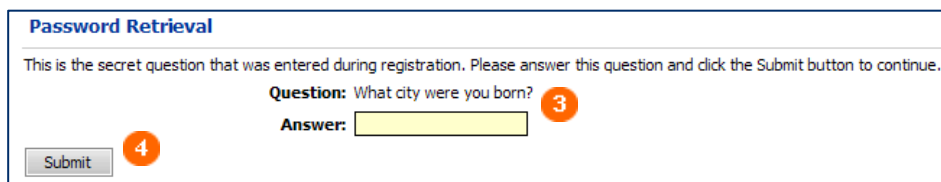
The screenshot shows a 'Login' form with two input fields: 'User Name:' and 'Password:'. A 'Login' button is located to the right of the password field. Below the password field, the link '[Forgot your password?](#)' is highlighted with a red rectangle and a red circle with the number 1 next to it.

2. The Password Retrieval screen opens. Enter your user name and click Next.



The screenshot shows the 'Password Retrieval' screen. It has a heading 'Password Retrieval' and a sub-heading 'In the field below, enter your User Name.' Below this is a yellow input field. At the bottom left is a 'Next' button, which is highlighted with a red circle and the number 2 next to it.

3. The security question that you selected when you registered is displayed. Enter the answer to the security question. **Note:** *The answer is case-sensitive.*
4. Click Submit. Your new password will be emailed to you within minutes.



The screenshot shows the 'Password Retrieval' screen. It has a heading 'Password Retrieval' and a sub-heading 'This is the secret question that was entered during registration. Please answer this question and click the Submit button to continue.' Below this is a 'Question:' label followed by the text 'What city were you born?'. To the right of the question is a red circle with the number 3 next to it. Below the question is an 'Answer:' label followed by a yellow input field. At the bottom left is a 'Submit' button, which is highlighted with a red circle and the number 4 next to it.

## How do I change my password?

After your initial login, you may change your password at any time.

### Home Page:

1. Click My Account in the Navigation Bar. The Profile screen opens.
2. Click [Change](#) to the right of Password. The Change Password screen opens.

The screenshot shows the 'My Account' page. At the top, a navigation bar contains 'Home', 'Cart (1)', 'My Account' (highlighted with a red box and a '1' in an orange circle), 'Order Status', 'Contact Us', and a help icon. Below the navigation bar, the page is divided into a left sidebar and a main content area. The sidebar, titled 'My Account', lists links: 'Profile' (highlighted in red), 'Address Book', 'Files', 'Saved Jobs', and 'My Order History'. The main content area, titled 'Profile', displays user information in a table-like format. The 'Password' field is highlighted with a red box, and the 'Change' link next to it is highlighted with an orange circle containing the number '2'. Other fields include Nickname, Name, User Name(Login ID), E-Mail Address, Security Question (with a 'Change' link), Company, Print Shop, Address, Phone Number 1, and Default Currency. An 'Edit' button is located at the bottom right of the profile information area.

Profile	
Nickname:	DGS Tester
Name:	DGS Tester
User Name(Login ID):	dgstester
E-Mail Address:	OSPWSFAdmin@dgs.ca.gov
Security Question:	<a href="#">Change</a>
Company:	DGS STATE PUBLISHING
Print Shop:	Office of State Publishing
Address:	DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States
Phone Number 1:	(916) 555-1234
Password:	<a href="#">Change</a>
Default Currency:	US Dollar(\$)

[Edit](#)

## How do I change my password? – continued

### Change Password screen:

1. In the Password field, enter your current password.
2. In the New Password field, enter a new password.
3. Re-enter the new password again in the Confirm New Password field.
4. Click Save.



The password requirements (See page 10) must be adhered to, or you will receive the message: *“Your password does not meet policy requirements. Please choose another password.”* as shown below.

The screenshot shows the 'Change Password' screen in a web application. At the top, there is a navigation bar with links: Home, Cart (1), My Account, Order Status, Contact Us, and a help icon. Below the navigation bar, the user is logged in as 'DGS Tester!' with a 'Logout' link. The main heading is 'Change Password'. A yellow error message box states: 'Your password does not meet policy requirements. Please choose another password.' Below this, a section titled 'Password Strength Information' lists the following requirements:

- You can not use last 3 passwords.
- Password should contain 8 to 20 characters.
- Password should contain at least 1 uppercase character(s), 1 lowercase character(s), 1 digit(s), 1 special character(s).
- Password should not contain username, first name or last name.

Below the requirements are three input fields, each with a numbered orange circle to its left:

- 1 Password:
- 2 New Password:
- 3 Confirm New Password:

At the bottom right, there are two buttons: 'Cancel' and 'Save'. The 'Save' button has a numbered orange circle (4) next to it.

## What is My Account?

You may access My Account from the Navigation Bar on the Home Page. When you click My Account, it opens to the Profile screen.

My Account has several sections that contain information specific to your account:

1. Profile
2. Address Book
3. Files (**NOTE: *The Files category does not pertain to Business Card Orders.***)
4. Saved Jobs
5. My Order History

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Home Cart (1) :: **My Account** :: Order Status :: Contact Us :: ?

Welcome DGS Tester! [Logout](#)

**My Account**

- 1 » **Profile**
- » Address Book 2
- 3 » Files
- » Saved Jobs 4
- 5 » My Order History

**Profile**

<b>Nickname:</b>	DGS Tester
<b>Name:</b>	DGS Tester
<b>User Name(Login ID):</b>	dgstester
<b>E-Mail Address:</b>	OSPWSFAdmin@dgs.ca.gov
<b>Security Question:</b>	<a href="#">Change</a>
<b>Company:</b>	DGS STATE PUBLISHING
<b>Print Shop:</b>	Office of State Publishing
<b>Address:</b>	DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States
<b>Phone Number 1:</b>	(916) 555-1234
<b>Password:</b>	<a href="#">Change</a>
<b>Default Currency:</b>	US Dollar(\$)

[Edit](#)



## What is My Account? – continued

### Profile:

- Select the Edit button to make changes to your profile.

[Home](#) [Cart \(1\)](#) :: [My Account](#) :: [Order Status](#) :: [Contact Us](#) :: [?](#)

Welcome DGS Tester! [Logout](#)

**My Account**

- » **Profile**
- » [Address Book](#)
- » [Files](#)
- » [Saved Jobs](#)
- » [My Order History](#)

### Profile

<b>Nickname:</b>	DGS Tester
<b>Name:</b>	DGS Tester
<b>User Name(Login ID):</b>	dgstester
<b>E-Mail Address:</b>	OSPWSFAdmin@dgs.ca.gov
<b>Security Question:</b>	<a href="#">Change</a>
<b>Company:</b>	DGS STATE PUBLISHING
<b>Print Shop:</b>	Office of State Publishing
<b>Address:</b>	DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States
<b>Phone Number 1:</b>	(916) 555-1234
<b>Password:</b>	<a href="#">Change</a>
<b>Default Currency:</b>	US Dollar(\$)

Edit

## What is My Account? – continued

- You may edit the info in your profile except for the Agency Billing Code: .  
You must get approval from your online order approver to change the Agency Billing Code Number. *If you have the wrong number in this location your order will be rejected.*
- Select the Save button after your changes have been made.

[Home](#) [Cart \(3\)](#) :: [My Account](#) :: [Order Status](#) :: [Contact Us](#) :: [?](#)

Welcome DGS Tester! [Logout](#)

**My Account**

- » **Profile**
- » [Address Book](#)
- » [Files](#)
- » [Saved Jobs](#)
- » [My Order History](#)

**Edit My Profile**

**Contact Information**

\* Indicates Required Field.

\* User Name:

Account Number:

Middle Name:

\* Full Name:

Address 1:

Address 2:

Address 3:

\* City:

State / Province / Region:

\* Zip/Postal Code:

\* Phone Number 1:

Phone Number 2:

Fax Number:

Title:

Company / Agency:

Department / Division:

\* Agency Billing Code:

\* Email Address:

## What is My Account? – continued

### Address Book:

- Your Address Book is specific to your account. This is where you can store additional ship to addresses. The default ship to address is the one in your profile.
- Although the system software allows you to make changes to your Address Book, the online order approver may **reject your order** if you use an address that isn't approved.
- To add an address to the Address Book select Add New, fill all the required fields and select the Save button.

Home Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! Logout

**My Account**

- » Profile
- » **Address Book**
- » Files
- » Saved Jobs
- » My Order History

**Address Book**

**Add New**

Your address book is empty.

### Files:

The **Files** category does not pertain to Business Card Orders.

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Home Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! Logout

**My Account**

- » Profile
- » Address Book
- » **Files**
- » Saved Jobs
- » My Order History

**Files**

Upload frequently used files below and access them when placing an order.

Select File:  Browse...

☒ Convert to PDF (recommended)  
[Supported File Types](#)

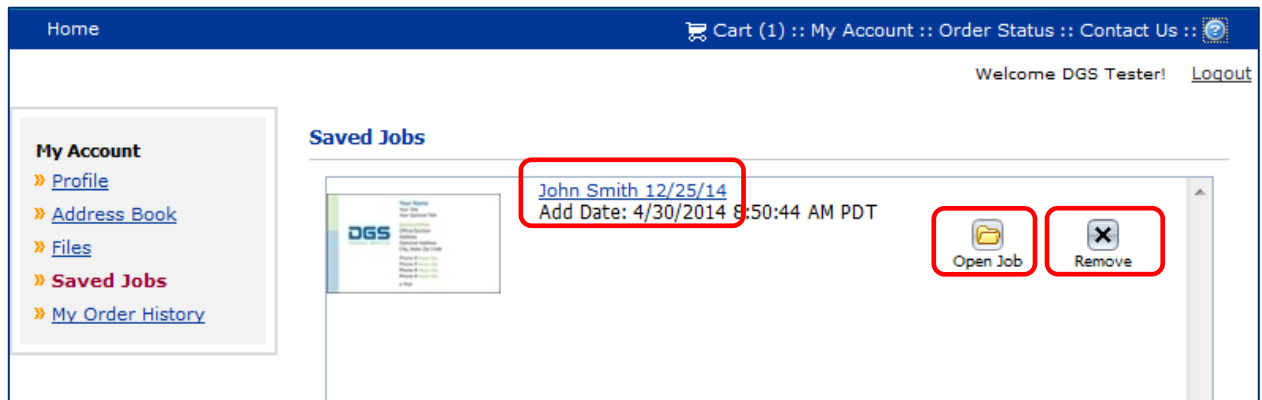
Upload File

## What is My Account? – continued

### Saved Jobs:

Use the Saved Jobs page to review and access a previous job that you saved during the process of customizing a product; as described on page 32.

- To open the saved job (with the specifications you made prior to saving it), select Open Job or click the job name. You can review the options you previously selected and pick up where you left in the job creation process. (You can always save the job again at any point in the process if you want.)
- To delete a saved job, select Remove.



## What is My Account? – continued

### My Order History:

At any time while logged in to WSF, you may visit My Order History to check the status of your current order as well as review information on past orders. There are two ways to get to the My Order History screen while logged in.

1. Click My Account in the Navigation Bar. This will take you to the default Profile screen, where you would need to select My Order History.
2. Or click Order Status on the Navigation Bar. This will take you automatically to the My Order History screen.

**Note:** If you seek assistance regarding an order, you will need to refer to the Order Number, which may all be found here on this screen.

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Home Cart (1) : My Account Order Status : Contact Us :: ?

1 2

My Account

- » Profile
- » Address Book
- » Files
- » Saved Jobs
- » My Order History

My Order History

Time period: All Orders Show status: All Sort by: Order Date

Printed Product Order Number: 421 Order Date: 4/29/2014 10:33 AM Due Date: 5/23/2014 8:30 AM Status: Canceled	Items: • John Smith 12/25/14	View Detail Reorder
Printed Product Order Number: 420 Order Date: 4/29/2014 1:09 PM Due Date: 5/22/2014 11:30 AM Status: Canceled	Items: • test #1 • Test #2 • Test #3	View Detail Reorder
Printed Product Order Number: 419 Order Date: 4/29/2014 10:51 AM Due Date: 5/22/2014 9:00 AM Status: Canceled	Items: • John Smith 12/25/14	View Detail Reorder

## What is My Account? - continued

The My Order History screen opens with a view of Time period: – All Orders, Show Status: – ALL, and Sort by: – Order Date. You may change any of these three ways by using the drops downs.

1. In the Time period field, select All Orders to view all orders placed for your account or select a period such as the previous One Week or Six Months.
2. In the Show status field, select the status of the orders you want to view. For example, Approval required, Approved, In production or Shipped. (*“Order requires manual quote” does not pertain to Business Card orders*).
3. To change the way to view orders in the Sort by field, select Order Date, Order Number, or Status. (*The “Total Cost” option does not pertain to Business Card orders*).

The screenshot shows the 'My Order History' page of the Office of State Publishing website. The page header includes the logo for the Office of State Publishing, California Department of General Services, and the DGS logo. A navigation bar at the top contains links for Home, Cart (1), My Account, Order Status, and Contact Us. A welcome message 'Welcome DGS Tester!' and a 'Logout' link are also present.

On the left, a 'My Account' sidebar lists links for Profile, Address Book, Files, Saved Jobs, and My Order History (which is highlighted). The main content area is titled 'My Order History' and features three dropdown menus for filtering orders:

- 1. Time period:** A dropdown menu with options: All Orders, One Week, One Month, Three Months, Six Months, and One Year. The 'All Orders' option is selected.
- 2. Show status:** A dropdown menu with options: All, Approval required, Approved, Canceled, Canceled by Buyer, In production, Order requires approval from customer, Order requires manual quote, Printed, Rejected, Shipped, and User approved. The 'All' option is selected.
- 3. Sort by:** A dropdown menu with options: Order Date, Order Number, Status, Total Cost, and Due By. The 'Order Date' option is selected.

Below the dropdown menus, a 'View Detail' button and a 'Reorder' button are visible. A sample order entry is partially visible, showing 'Order Number: 4-21', 'Order Date: 4/30/20', 'Due Date: 5/23/201', and 'Status: Canceled'.

## What is My Account? - continued

If you want to see the details of an order, select View Detail while still in the My Order History screen. The Order Confirmation screen will open.

The screenshot shows the 'My Order History' page of the Office of State Publishing website. The header includes the logo and 'Office of State Publishing CALIFORNIA DEPARTMENT OF GENERAL SERVICES' on the left, and 'DGS' on the right. A navigation bar below the header contains links: Home, Cart (1), My Account, Order Status, and Contact Us. A user greeting 'Welcome DGS Tester!' and a 'Logout' link are on the right. On the left side, a 'My Account' sidebar lists links: Profile, Address Book, Files, Saved Jobs, and My Order History (which is highlighted). The main content area is titled 'My Order History' and features three filters: 'Time period' (All Orders), 'Show status' (All), and 'Sort by' (Order Date). Below these filters, an order is listed with details: 'Printed Product', 'Order Number: 421', 'Order Date: 4/30/2014 10:33 AM', 'Due Date: 5/23/2014 8:30 AM', and 'Status: Canceled'. To the right of these details, under the heading 'Items:', there is a link for 'John Smith 12/25/14'. Two buttons are present: 'View Detail' (highlighted with a red rectangle) and 'Reorder'.

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Home Cart (1) :: My Account :: Order Status :: Contact Us ::

Welcome DGS Tester! [Logout](#)

**My Account**

- » [Profile](#)
- » [Address Book](#)
- » [Files](#)
- » [Saved Jobs](#)
- » **My Order History**

**My Order History**

Time period: All Orders Show status: All Sort by: Order Date

Printed Product  
Order Number: 421  
Order Date: 4/30/2014 10:33 AM  
Due Date: 5/23/2014 8:30 AM  
Status: Canceled

Items:


- [John Smith 12/25/14](#)

[View Detail](#)

[Reorder](#)

## What is My Account? – continued

You can see additional information about the order such as who submitted it and when it was submitted, as well as shipping information. (You can click Print this Page to print a copy of the Order Confirmation.)

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Home

Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! [Logout](#)

[Print this page](#) [Continue Shopping](#) [Order Again](#)

**Order Confirmation**

Order Number: 421  
Expected Completion Date: 5/23/2014 8:30:00 AM PDT  
Submitted on: 4/30/2014 10:33:38 AM PDT  
Submitted by: DGS Tester  
Tel: (916) 555-1234

**Order Status: Canceled**  
As of: 5/6/2014 9:37:54 AM PDT  
**Print Shop:** Office of State Publishing  
1050 Richards Blvd.  
Sacramento, CA 95811  
United States  
Tel: 800 963-7860

Products	Quantity
<b>John Smith 12/25/14</b> Item Name: DGS Business Card (2 Pages)	400

**Account Information**

**Payment Method:** Payment Data Not Available

**Recipients**

Recipient #1	Method:	Products	Quantity	Shipping Status
DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811	Golden State	John Smith 12/25/14	400	-



## What is My Account? - continued

If you want to order a card you know has been done before, do a search as explained on page 22. When you find the previous order, select Reorder.

The screenshot shows the 'Office of State Publishing' website header with the 'DGS' logo. The navigation bar includes 'Home', 'Cart (1)', 'My Account', 'Order Status', and 'Contact Us'. A welcome message 'Welcome DGS Tester!' and a 'Logout' link are visible. On the left, the 'My Account' sidebar lists 'Profile', 'Address Book', 'Files', 'Saved Jobs', and 'My Order History'. The main content area is titled 'My Order History' and features filters for 'Time period' (All Orders), 'Show status' (All), and 'Sort by' (Order Date). Below these filters, an order entry is displayed with the following details:

Printed Product	Items:	View Detail
Order Number: 421	• <a href="#">John Smith 12/25/14</a>	<a href="#">View Detail</a>
Order Date: 4/30/2014 10:33 AM		
Due Date: 5/23/2014 8:30 AM		
Status: <b>Canceled</b>		<a href="#">Reorder</a>

The 'Reorder' button is highlighted with a red rectangular box.

**After you click on the Reorder button:**

- The shopping Cart from the original order will open up.
- Click on the hyperlink of the card you want to reorder.
- The data entry page will open and allow you to make any changes if necessary or reorder without any changes.
- Follow the steps detailed in section 3.



# Section 3: Ordering Cards

This section will answer the following questions:

- ✓ Where do I start?
- ✓ What is a Job Name and how do I pick a Quantity?
- ✓ How do I enter my Business Card Information?
- ✓ How do I review & proof read my card?
- ✓ How can I make copy changes to my card?
- ✓ How do I approve my Business Card?
- ✓ How do I checkout and place my order?
- ✓ How do I know if my order was approved or declined?

## Where do I start?

After you have logged into the Web StoreFront you will need to select the Categories Business Cards hyperlink.

The screenshot shows the homepage of the Office of State Publishing, California Department of General Services. The header includes the logo and the text 'Office of State Publishing' and 'DGS'. A navigation bar contains links for Home, Cart (0), My Account, Order Status, and Contact Us. A welcome message for 'brian ford!' is displayed. On the left, a 'Categories' menu is shown with 'DSS Business Cards' highlighted. The main content area features a large graphic with the text 'Welcome to your One-Stop Print Shop Order Manage Deliver'. To the right, there is a 'Cart (0 Items)' section stating 'Your Cart is Empty.' and a search bar. At the bottom, contact information for OSP is provided: 'OSP General Information: 916 445-5386' and 'Outside the Sacramento area: 800 963-7860'. The footer includes links for 'English (United States) Sitemap' and 'Terms & Conditions', the version number 'v6.2.0.19771', and the copyright notice '© 2004-2013 Electronics For Imaging, Inc.' and 'Powered by EFI Digital StoreFront'.

## Where do I Start? – continued

Select the Begin button.

[Categories](#)  
DSS Business Cards

**STATE OF CALIFORNIA**

**Name, Title Name Line**  
Title  
Optional Title  
Department  
Division  
Address  
Address2  
City State Zip Code  
Phone1 Phone Title1  
Phone2 Phone Title2  
Phone3 Phone Title3  
Phone4  
email

**Cart (0 Items)**  
Your Cart is Empty.

**Search**  
All  
Go

**State of California Cameo Business Card**  
Printed on 100# Gloss Coated Cover Stock  
1-Side  
Standard Cameo Business Card prints one side coated stock

**Begin**

## What is a Job Name and how do I pick a Quantity?

- Job Name, please use the First Name and Last Name of the person the card is for and also the Date the order is entered.  
Example: **John Doe 12/25/14**
- Use the drop down menu to select a Quantity.

**State of California Cameo Business Card**

**Job Name** Personalization Help Split Window

Please enter job name

Form: Page 1/1

**Quantity** 400

**Options**

Name  
Title Name Line  
Title  
Optional Title  
Department  
Division  
Address  
Address2

**Product Preview** Update Preview PDF Proof Split Window

## How do I enter my Business Card Information?

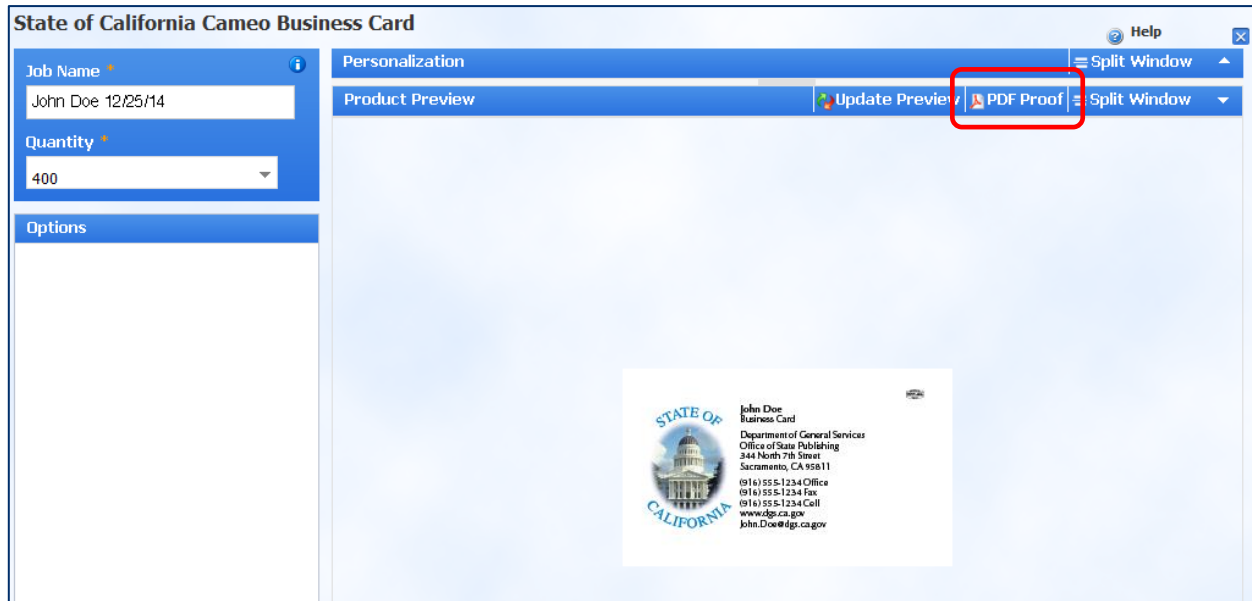
Fill out the form with your information.

1. The Phone Numbers may be pre formatted. (916) 555-1234
2. You can use the drop downs to change the Phone Titles.
3. You MUST select Update Preview after all of your data is entered to proceed.

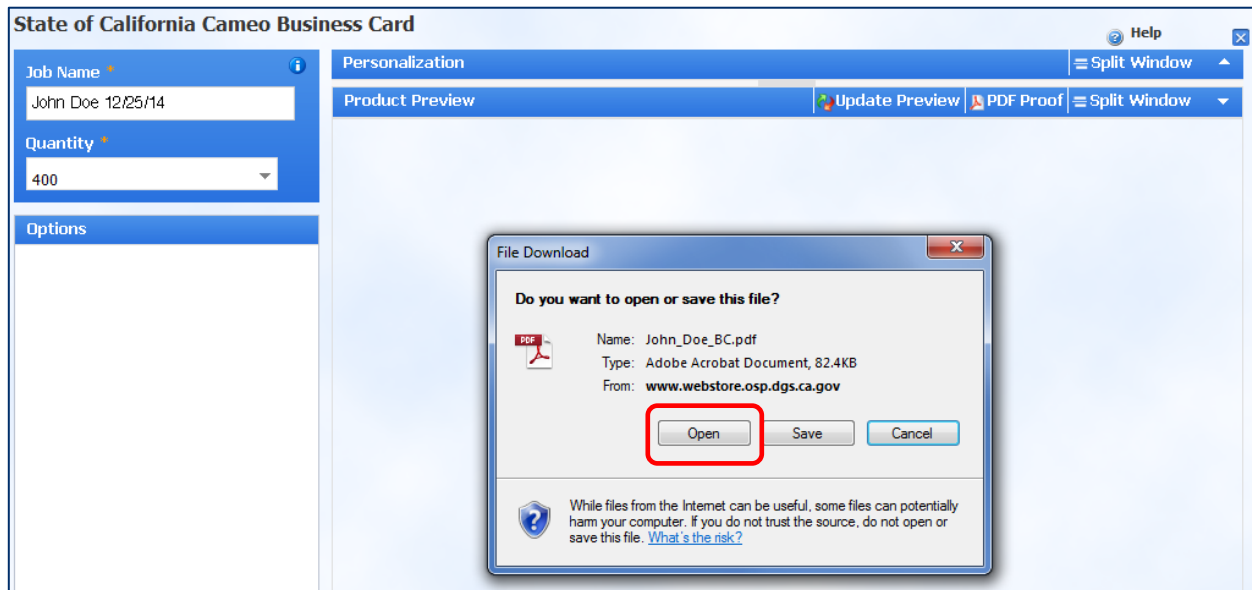
The screenshot shows the 'State of California Cameo Business Card' form. On the left, the 'Job Name' field contains 'John Doe 12/25/14' and the 'Quantity' dropdown is set to '400'. The main 'Personalization' section contains fields for Name, Title Name Line, Title, Optional Title, Department, Division, Address, Address2, City State Zip Code, Phone1, Phone Title1 (set to 'Office'), Phone2, Phone Title2 (set to 'Fax'), Phone3, Phone Title3 (set to 'Cell'), Phone4, and email. Red numbered callouts are placed over the form: '1' is over the Phone1, Phone2, and Phone3 input fields; '2' is over the Phone Title1, Phone Title2, and Phone Title3 dropdown menus; and '3' is over the 'Update Preview' button in the bottom right. The bottom of the form shows 'Unit Price: Total Price:' and buttons for 'Save' and 'Add to Cart'.

## How do I review & proof read my card?

Select PDF Proof to preview a high resolution image in Acrobat Reader.



Select the Open button.

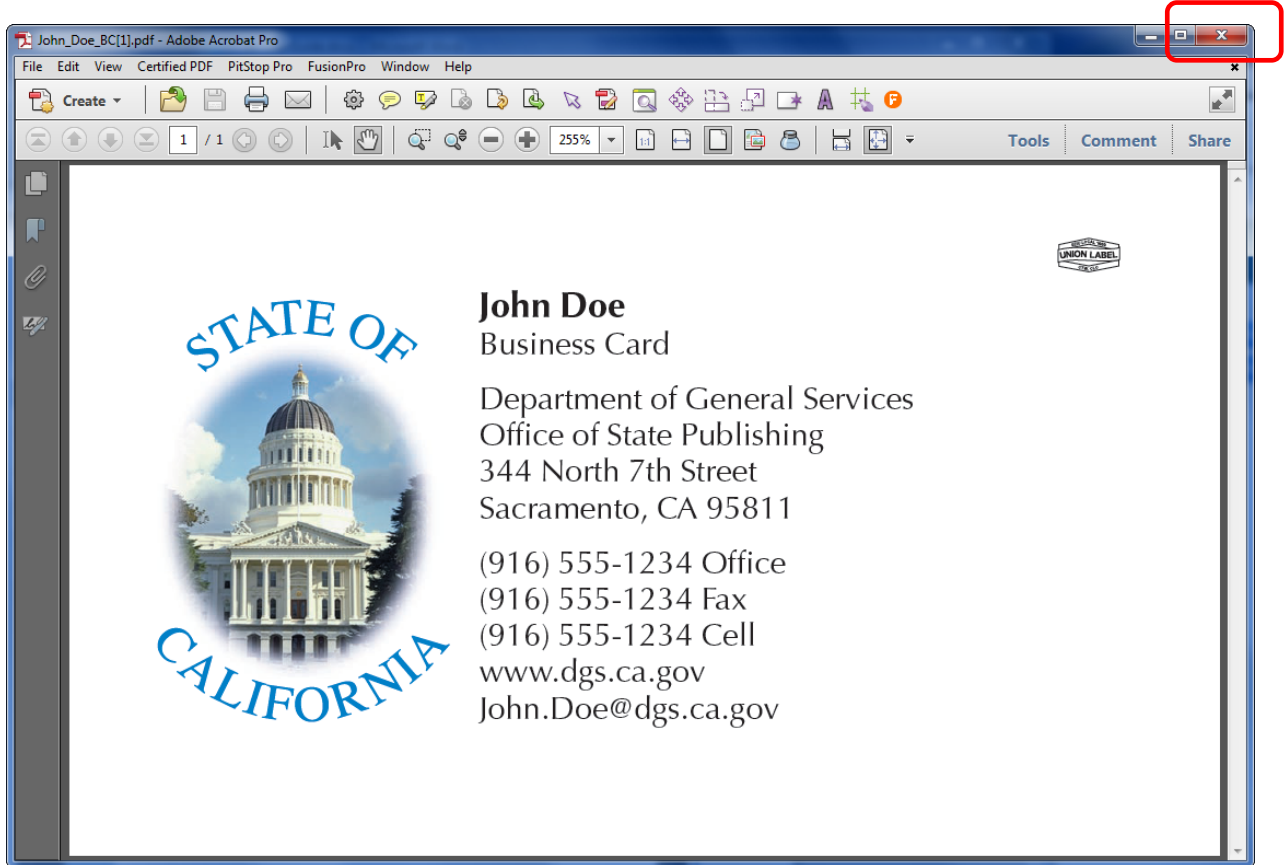


## How do I review & proof read my card? – continued

This is the hi-res preview. **CAREFULLY PROOF READ YOUR CARD.**

*OSP is not responsible for any design or spelling errors.*

Select the X to close and go back to the previous screen.



## How can I make copy changes to my card?

1. If your card requires corrections select the Personalization bar at top, it will take you back to the Data Entry screen.
2. You can also select the Split Window bar to get back to the Data Entry screen to make copy corrections
3. If you need to leave the site before you have finished your order, select the Save button and your card will be saved in the My Account – Saved Jobs section as described on page 20.
4. If all the copy is accurate select Add to Cart to proceed.

State of California Cameo Business Card

Job Name \*  
John Doe 12/25/14

Quantity \*  
400

Options

Personalization 1

Split Window

Product Preview

Update Preview PDF Proof Split Window 2

STATE OF CALIFORNIA

John Doe  
Business Card  
Department of General Services  
Office of State Publishing  
344 North 7th Street  
Sacramento, CA 95811  
(916) 555-1234 Office  
(916) 555-1234 Fax  
(916) 555-1234 Cell  
www.dgs.ca.gov  
john.doe@dgs.ca.gov

Page 1/1

Unit Price: \$0.11 Total Price: \$45.00

Save 3 Add to Cart 4



## How do I approve my Business Card?

Select the Approve button after you have **Carefully Reviewed** the card.

*OSP is not responsible for any design or spelling errors.*

The screenshot shows the 'State of California Cameo Business Card' design tool. On the left, there are input fields for 'Job Name' (John Doe 12/25/14) and 'Quantity' (400). Below these is an 'Options' section. The main area is a 'Product Preview' showing a business card design. The card features the State of California seal and the following text: 'John Doe Business Card', 'Department of General Services', 'Office of State Publishing', '344 North 7th Street', 'Sacramento, CA 95811', '(916) 555-1234 Office', '(916) 555-1234 Fax', '(916) 555-1234 Cell', 'www.dgs.ca.gov', and 'john.doe@dgs.ca.gov'. At the bottom of the preview area, there is a yellow box with the text: 'I have carefully reviewed and approve this job. The producer of this job will not be held responsible for design or spelling errors.' To the right of this box is a blue 'Approve' button, which is highlighted with a red rectangle. At the bottom of the interface, there is a 'Unit Price: \$0.11 Total Price: \$45.00' and buttons for 'Save' and 'Add to Cart'.

If you're not seeing the blue **Approve** button, you may need to reset the zoom feature on your web browser. Change the zoom to 75%, then re-fresh your screen.

Or your web browser may be blocking pop ups, it needs to allow pop ups.

## How do I checkout and place my order?

### Shopping Cart:

1. Select the product name link to go back to the data entry screen to make copy changes.
2. Select the Remove link to start over.
3. Use the drop down menu to revise the Quantity; then click on the [Update Order](#) link.
4. Enter the shipping address.  
(Note: *By default the address that is in your profile will populate*).
5. You may add special Delivery Instructions (up to 200 characters).
6. You must select the Save button to proceed with checkout.
7. Select Checkout to proceed.

The screenshot shows the 'Shopping Cart' page. At the top, there's a navigation bar with 'Home', 'Cart (1) :: My Account :: Order Status :: Contact Us :: ?'. Below this, a welcome message 'Welcome DGS Tester!' and a 'Logout' link are visible. The 'Shopping Cart' section has a 'Continue Shopping' button (with a red circle 7) and a 'Checkout' button. A 'Print Shop: Office of State Publishing' link is also present. The cart table has columns: Products, Quantity, Item Price, and Item Total. A red box highlights the 'Update Order' link. The cart contains one item: 'hn Doe 12/25/14' with a 'Remove' link (red circle 2), a quantity of 400 (red circle 3), an item price of \$0.06, and an item total of \$25.00. The item name is 'Department of General Services Business Card'. Below the cart, there's a summary: Subtotal: \$25.00, Shipping: \$0.00, Total: \$25.00. The 'Recipients' section has an 'Add Another Recipient' button. Under 'Recipient #1', there's a form to 'Please enter recipient information below.' with fields for First Name (DGS), Last Name (Tester), Company (OSP), Phone Number ((916) 555-1234), Email Address (OSPWSFAdmin@dgs.ca.gov), Address (1050 Richards Blvd), City (Sacramento), State (CA - (California)), Zip/Postal Code (95811), and Country (United States). There's an 'Address Book' button and a 'Save to My Address Book' checkbox. A 'Method' dropdown is set to 'UPS'. A 'Delivery Instructions' text area (with a red circle 5) is also present. At the bottom, a message says 'You must click save (red circle 6) proceed with checkout.' and there is a 'Save' button.

Products	Quantity	Item Price	Item Total
<a href="#">hn Doe 12/25/14</a> <a href="#">Remove</a> Item Name: Department of General Services Business Card	400	\$0.06	\$25.00

Subtotal: \$25.00  
Shipping: \$0.00  
Total: \$25.00

Price subject to change.

**Recipients** [Add Another Recipient](#)

**Recipient #1**

Please enter recipient information below.

First Name: DGS  
Last Name: Tester  
Company: OSP  
Phone Number: (916) 555-1234  
Email Address: OSPWSFAdmin@dgs.ca.gov

Address Book  
Address: 1050 Richards Blvd  
City: Sacramento  
State: CA - (California)  
Zip/Postal Code: 95811  
Country: United States

Method: UPS  
Delivery Instructions:

☐ Save to My Address Book

You must click save proceed with checkout.

Save

## How do I checkout and place my order? – continued

1. Review the shipping address and Edit if necessary.
2. Select Continue Shopping to add another card, which can be done as long as the cards have the same billing code and shipping address.
3. Select Checkout to proceed.

**Office of State Publishing**  
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

**DGS**

Home [Cart \(1\)](#) :: [My Account](#) :: [Order Status](#) :: [Contact Us](#) :: [?](#)

Welcome DGS Tester! [Logout](#)

### Shopping Cart

[Continue Shopping](#) [Checkout](#)

**Print Shop: Office of State Publishing**

Products	Quantity
<a href="#">John Doe 12/25/14</a> <a href="#">Remove</a> Item Name: DGS Business Card	400 ▼

### Recipients

[Add Another Recipient](#)

**Recipient #1** [Edit](#) [Remove](#)

DGS Tester  
DGS STATE PUBLISHING  
1050 Richards Blvd  
Sacramento, CA 95811  
United States  
**Tel:** (916) 555-1234  
**E-Mail:** OSPWSFAdmin@dgs.ca.gov

[Clear Cart](#) [Continue Shopping](#) [Checkout](#)

## How do I checkout and place my order? – continued

### Checkout Screen:

1. The Agency Billing Code Number is the same number that is in your user profile, explained on page 18.  
You must get approval from your online order approver to change this info.  
*If you have the wrong number in this location your order will be rejected.*
2. You are required to enter a Purchase Order Number. If your agency does not use purchase order numbers, type in “N/A”.
3. You **MUST** select an Approver.
4. Select Next to proceed.

The screenshot shows the checkout process with the following elements:

- Header:** Home | Cart (1) :: My Account :: Order Status :: Contact Us :: Help
- User Greeting:** Welcome DGS Tester! [Logout](#)
- Checkout Progress:** Checkout | 1. Account Information | 2. Review
- Account Information Section:**
  - Payment Method:
  - Bus. Card Billing Codes**
    - Agency Billing Code:  (Callout 1)
    - Purchase Order Number:  (Callout 2)
- Approval Section:**


YOUR ORDER MUST BE APPROVED BY ONE OF THE APPROVERS BELOW.

<input checked="" type="radio"/> (Callout 3)	std67 approver	OSPWSFBCapp@dgs.ca.gov
--	----------------	------------------------
- Buttons:** Cancel | Next > (Callout 4)

## How do I checkout and place my order? – continued

### Review Your Order:

1. To revise or delete the order return to the Cart.
2. Select Edit to revise the shipping information.
3. If all the information is correct select Place My Order.



Office of  
**State Publishing**  
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

**DGS**

Home

Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! [Logout](#)

**Review Your Order**

1.

Account Information

2.

Review

Place My Order

**Expected Completion Date:**  
6/5/2014 4:30:00 PM PDT

**Print Shop: Office of State Publishing**  
1050 Richards Blvd.  
Sacramento, CA 95811  
United States  
Tel: 800 963-7860

Products	Quantity
John Doe 12/25/14	400

**Account Information**  
Cost Center  
Account Number: 30090  
Purchase Order Number:**Recipients**


Recipient #1 <a href="#">Edit</a>	Method:	Products	Quantity
DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States <b>Tel:</b> (916) 555-1234	Golden State	John Doe 12/25/14	400

Place My Order

## How do I check out and place my order? – continued

### Order Confirmation:

1. This is your Order Confirmation you may Print this page and keep for your records.
2. Please note the Order Number, this number will be used to identify your order.
3. Select the Continue Shopping button to order more cards that may have a different Billing Code or Shipping Address.
4. Select Logout before leaving the site.



**Office of  
State Publishing**  
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

**DGS**

Home

Cart (0) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! Logout

Print this pageContinue Shopping

**Order Confirmation**

Order Number: 429

Expected Completion Date: 6/5/2014 4:30:00 PM PDT

Submitted on: 5/13/2014 8:57:39 AM PDT

Submitted by: DGS Tester  
Tel: (916) 555-1234

**Order Status: Approval required**  
As of: 5/13/2014 8:57:40 AM PDT

**Print Shop:** Office of State Publishing  
1050 Richards Blvd.  
Sacramento, CA 95811  
United States  
Tel: 800 963-7860

Products	Quantity
<b>John Doe 12/25/14</b>	400
Item Name: DGS Business Card	(2 Pages)

**Account Information**

**Payment Method:** Cost Center  
Account Number: 30090  
Purchase Order Number:

**Recipients**

Recipient #1	Method:	Products	Quantity	Shipping Status
DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States <b>Tel:</b> (916) 555-1234 <b>E-</b> <b>Mail:</b> OSPWSFAdmin@dgs.ca.gov	Golden State	John Doe 12/25/14	400	-

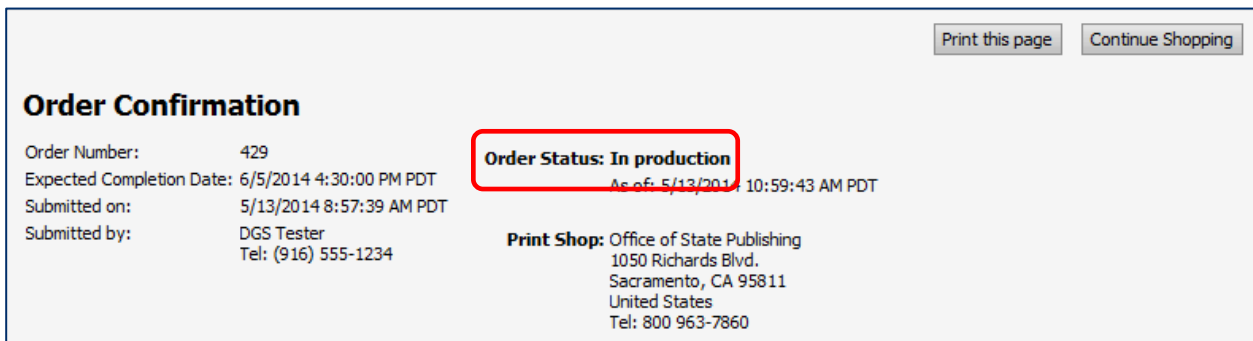
Print this pageContinue Shopping

## How do I know if my order was approved or declined?

When your order is approved you will receive an e-mail similar to the one below.




When you click on the link in the e-mail, it will take you to the WSF login screen and once logged in, will open automatically to the Order Confirmation screen. Your Order Status will show as "In Production".



## How do I know if my order is approved or declined? – continued

If your order is declined you will receive an e-mail similar to the one below. When you click on the link in the e-mail, it will take you to the WSF login screen and once logged in, will open automatically to the Order Confirmation screen.

**Office of  
State Publishing**  
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

**DGS**

**Web Store Front**

Order number **430** has been declined by the approver. Please click the link below to view the order.

["https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+kC0IXRlq3cJtS6yS2Rm0CQCGFzFvnI7R7Duv301Nh0P+YGrulylC7EuFEfNDkHK7MFIHR"](https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+kC0IXRlq3cJtS6yS2Rm0CQCGFzFvnI7R7Duv301Nh0P+YGrulylC7EuFEfNDkHK7MFIHR)

Your Order Status will be updated to “Rejected” and a reason for the rejection will be given. You can click on the Order Again button and you will be taken back to your Cart to make the necessary revisions to your order and then resubmit.

[Print this page](#) [Continue Shopping](#) [Order Again](#)

**Order Confirmation**

Order Number: 430  
Expected Completion Date: 6/6/2014 9:30:00 AM PDT  
Submitted on: 5/13/2014 11:24:19 AM PDT  
Submitted by: DGS Tester  
Tel: (916) 555-1234

**Order Status: Rejected**  
**The billing code is incorrect.**  
As of: 5/13/2014 11:28:07 AM PDT

**Print Shop:** Office of State Publishing  
1050 Richards Blvd.  
Sacramento, CA 95811  
United States  
Tel: 800 963-7860

**NOTE:** *If you have moved on from the order that was rejected and have a new order started in your cart, you MUST complete that order first before trying to resubmit the rejected order.*



## How do I know if my order is approved or declined? – continued

You may check your order status at any time by selecting Order Status on the Navigation Bar.

- The status of the order will change throughout the production process and may be updated with: Approval Required, Approved, Rejected, In Production or Shipped.
- If you call for help regarding the status of your order, you will be asked to provide the Order Number.

**Office of State Publishing**  
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

**DGS**

Home Cart (0) :: My Account :: **Order Status** :: Contact Us :: ?

Welcome DGS Tester! [Logout](#)

**My Account**

- » [Profile](#)
- » [Address Book](#)
- » [Files](#)
- » [Saved Jobs](#)
- » **My Order History**

**My Order History**

Time period: All Orders Show status: All Sort by: Order Date

Printed Product Order Number: 430 Order Date: 5/13/2014 11:24 AM Due Date: 6/6/2014 9:30 AM Status: <b>Rejected</b>	Items: • <a href="#">John Smith 12/25/14</a>	<a href="#">View Detail</a> <a href="#">Reorder</a>
Printed Product Order Number: 429 Order Date: 5/13/2014 8:57 AM Due Date: 6/5/2014 4:30 PM Status: <b>In production</b>	Items: • <a href="#">John Doe 12/25/14</a>	<a href="#">View Detail</a>

**NOTE:** For questions specific to the status of your order, contact 1-800 963-7860 or [DGSWSFOrderSupport@dgs.ca.gov](mailto:DGSWSFOrderSupport@dgs.ca.gov) Monday – Friday, 8 am to 5 pm.

# Glossary

## A

**Address Book:** The names and addresses of your contacts. You may select these during checkout.

**Approval:** (1) The process of approving an order you placed. (2) The process of reviewing and authorizing an order by a designated Approver at your agency.

## C

**Cart:** The virtual shopping basket to which you add items you intend to order.

## D

**Delivery Method:** The way a purchased item or order is sent to the recipient. This is determined at the Office of State Publishing warehouse.

## L

**Login:** The process of gaining access to the site by entering a user name and password.


**Logout:** The process of ending a session on the site.

## M

**My Account:** The area of the site that gives you access to account-specific information, such as your profile, address book, and order history.

**My Order History:** A page in the My Account area of the site that lists your orders with status information.

## N

**Navigation Bar:** The bar at the top of the screen that includes links you may click to get to the Home Page, Cart, My Account, Order Status, Contact Us, and Help (  ).

## O

**Order:** A shopping cart transaction which may include multiple items.

## P

**Profile:** Your site account and contact information.

## R

**Recipient:** The person or entity to which an order (or part of an order) is to be delivered.

**Registered User:** A person who has been given access to the WSF.

## **W**

**Web StoreFront (WSF):** The website that provides online shopping for DGS.